



CUSTOMER SERVICE  
EFFICIENCY/PROCESS IMPROVEMENT  
INNOVATION  
TECHNOLOGY IN GOVERNMENT

2011

*Governor's Award*  
FOR  
QUALITY AND  
PRODUCTIVITY



Governor Jeremiah W. (Jay) Nixon

Coordinated By:

Office of Administration

Division of Personnel

Center for Management and Professional Development

[www.training.oa.mo.gov](http://www.training.oa.mo.gov)

# 2011 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

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Established in 1988 by the Governor's Council on Quality and Productivity, the Governor's Award for Quality and Productivity (GAQP) is a team award recognizing service excellence, efficiency, innovation, technology, process improvement, and employee development in Missouri State Government. All winning projects must meet established requirements of effectiveness, responsiveness, and efficiency of such quality that would make the project a model of excellence in state government nationally.

Any team (two or more individuals) employed by the State of Missouri, who successfully completes a project with another section, division, department, agency, or community organization, which exemplifies the purpose of the GAQP, may submit a nomination. Teams must provide documentation which may include, but is not limited to, background information, procedures, and measurable impact of the project nominated.

As part of a continuous commitment to improve government efficiencies, the GAQP may recognize one winning team from each of the following categories that will serve as a model of efficiency, quality, and effectiveness in Missouri State Government.

- Customer Service
- Efficiency/Process Improvement
- Innovation
- Technology in Government

A selection committee of state executives evaluates each nomination and recommends teams to receive the award based on the following criteria: ground-breaking idea, documentation, measurement, and ideal goal/model of quality and productivity.

In 2011 the selection process was revised to create the Pinnacle Award. This distinctive recognition is awarded if, in the opinion of the Selection Committee, one nomination clearly encompasses multiple award categories in a manner that exemplifies the spirit of the Governor's Award, or exceeds all other nominations.

A total of 21 nominations were received for consideration representing twelve (12) state agencies and nine (9) community partners. From these nominations, one team was selected to receive this prestigious award in each award category. The Pinnacle Award was not awarded this year.

Today we recognize and congratulate each winning team.

# 2011 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

## SCHEDULE OF EVENTS

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### MASTER OF CEREMONIES

*Kelvin Simmons, Commissioner, Office of Administration*

### WELCOME AND RECOGNITION OF DIGNITARIES

### AWARD PRESENTATIONS

*Kelvin Simmons, Commissioner, Office of Administration  
Department Executives*

### AWARDING OF WINNING TEAMS

#### ***Customer Service***

*Unclaimed Property Online Claim Development & Implementation Team  
Missouri State Treasurer's Office*

#### ***Efficiency / Process Improvement***

*Missouri Automated Criminal History Site Implementation Team  
Department of Public Safety-Missouri State Highway Patrol /  
Computer Projects of Illinois / RKV Technologies*

#### ***Innovation***

*Psychiatric Inpatient Redesign Team  
Department of Mental Health*

#### ***Technology in Government***

*Missouri Criminal Justice Modernization Project  
Department of Public Safety – Missouri State Highway Patrol*

# 2011 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

## SELECTION COMMITTEE MEMBERS

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***Andrea Beck***

Chief Financial Officer, Division of Accounting  
Department of Elementary and Secondary Education

***Mara Campbell***

Director, Organizational Results  
Department of Transportation

***Tim Decker***

Director, Division of Youth Services  
Department of Social Services

***Allan Forbis***

Manager, Center for Management and Professional Development  
Division of Personnel  
Office of Administration

***Mary Hoskins***

Chief, Office of Human Resources  
Department of Health and Senior Services

***Vicki Myers***

Director, Division of Human Services  
Department of Corrections

***Mike O'Connell***

Director of Communications, Director's Office  
Department of Public Safety

***Steve Reeves***

Deputy Division Director  
Divisions of Comprehensive Psychiatric Services / Alcohol and Drug Abuse  
Department of Mental Health

***Sarah Schuette***

Director, Division of Administration  
Department of Economic Development

***Wanda Seeney***

Public Information Officer, Commissioner's Office  
Office of Administration

# 2011 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY



## WINNING TEAMS

# CUSTOMER SERVICE

## UNCLAIMED PROPERTY ONLINE CLAIM DEVELOPMENT & IMPLEMENTATION TEAM

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*Missouri State Treasurer's Office*

### Team Members

Matt Berkcuegler	Monica Boone	Sonya Bridges
JoAnn Carranza	Susie Chapman	Kelly Creech
Brandon Fuhr	Jon Galloway	Scott Harper
Lance Harrison	Meghan Lewis	Kendra Looten
Lana Massman	Elizabeth Oligschlaeger	Tammy Pettit
Pete Tarnower	Jennifer Thompson	Judy Wagner

Missouri State Treasurer Zweifel is responsible for safeguarding and returning as much unclaimed property as possible to owners and heirs. The challenge for his Unclaimed Property Division (UPD) since the inception of the program has been to balance the limited resources with the ever increasing number of claims.

Over 85% of claims paid by UPD originate from the [showmemoney.com](http://showmemoney.com) website. The main mission of the Unclaimed Property Online Claim Development & Implementation Team was to increase the level of customer service by reducing paper documentation requirements and reducing turn-around times for claims. The decision tree developed and programmed by the Team identified what types of unclaimed property accounts and what type of claim situations would be eligible for the Paperless Online Claims Process (POCP) without compromising the integrity of the claim payment process.

Over 33,000 claims have been paid as a result of the POCP since it was unveiled on May 17, 2010. This new process has helped increase the number of claims paid by over 50% and the number of accounts paid by over 20% with no increase in staff. The average claim processing time has been cut in half due to the efficiencies allowed by the POCP process.

The quicker processing time provided by the POCP allows our office to pay more accounts out prior to advertising. Every account paid prior to advertising saves approximately \$7.25 in advertising costs. In the first year alone the system will save over \$12,000.00 in advertising costs and the internal reduction in paperwork has saved over \$2,000.00 in file folders in the first year alone.

The Unclaimed Property Division also monitors how effectively and efficiently customer's expectations are met by providing an online customer service survey at the end of the process. The favorable response has been overwhelming.

*For additional information on this team's accomplishment contact Clint Zweifel at 573-751-2411 or [clint.zweifel@treasurer.mo.gov](mailto:clint.zweifel@treasurer.mo.gov).*

# EFFICIENCY / PROCESS IMPROVEMENT

## MISSOURI AUTOMATED CRIMINAL HISTORY SITE (MACHS) IMPLEMENTATION TEAM

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*Department of Public Safety-Missouri State Highway Patrol (DPS-MSHP) /  
Computer Projects of Illinois (CPI) / RKV Technologies (RKV)*

### Team Members

Linda Amos – DPS-MSHP  
Howard Carter - DPS-MSHP  
David Donaldson – CPI  
Carol Kampeter - DPS-MSHP  
Roger Killingsworth – CPI  
Jeffrey Reece - DPS-MSHP  
Arthur Wilkins - DPS-MSHP

Mark Ashcraft - DPS-MSHP  
Kerry Creach - DPS-MSHP  
Pamela Ferguson - DPS-MSHP  
Mark Kersten – RKV  
Susan Lauberth - DPS-MSHP  
Dianne Ruettgers - DPS-MSHP

Sandra Bexten - DPS-MSHP  
Connie Daniels - DPS-MSHP  
Lt. Steven Frisbie - DPS-MSHP  
Michael Khan – CPI  
Jerry Leinberger – CPI  
Erik Snyder – CPI

Each year the average person puts their life, or the lives of those they love, under the responsibility and care of countless strangers they have never met before. Positions of trust such as hospital employees, school employees, daycare operators, nursing home care takers, and camp counselors all have a powerful influence over our lives, and many times have access to our personal data. Due to these factors, timely and accurate background checks of those in positions of trust have become as important as ever. It is for this reason that the Missouri State Highway Patrol (MSHP) implemented the Missouri Automated Criminal History Site (MACHS).

Pursuant to Section 43.500 RSMo., the Missouri State Highway Patrol's Criminal Justice Information Services Division is the central repository for all Missouri criminal history information. Prior to the implementation of MACHS, individuals or businesses needing a background check had two options: 1) mail in a request via US Mail; or 2) request the record check in person at the MSHP General Headquarters in Jefferson City. As all background checks required manual processing by a MSHP employee, it was not uncommon for individuals or businesses that mailed in their record check requests to wait up to eight weeks for a completed response; this led to a significant blockage. This obviously put a hardship on businesses and other organizations that counted on receiving timely background check information to make informed decisions on those they were wishing to hire. With the implementation of MACHS businesses and individuals now have a much faster option of requesting and receiving this important information.

MACHS allows users to create accounts and submit the personal identifiers of an individual via an online shopping cart or batch file upload for an open record criminal history search. The transmitted personal identifiers are then searched against the Missouri State Highway Patrol Computerized Criminal History System using a search query that mirrors the way a human operator would conduct the search; results are then returned to the user's account. Within the first three months of implementation, MACHS processed 121, 752 electronic record checks; of those, 110,250 or 90% of those record checks were returned instantly to the user's screen without any human intervention required by employees of the MSHP. Consequently, MACHS not only greatly increases the efficiency and timeliness of name-based background checks, it also has allowed the MSHP to reallocate a significant number of staff who were previously required to oversee the manual background check process.

A recent survey by SEARCH, the National Consortium for Justice Information and Statistics, showed 24 states currently receive name-based criminal history record check requests online. However, few states allow the results of these searches to be returned electronically to public users, and fewer still allow instant returns. As such, MACHS represents an innovative solution to the goal of providing criminal history information to the public that is both timely and accurate.

*For additional information on this team's accomplishment contact Colonel Ronald Reogle at 573-526-6120 or  
ron.reogle@mshp.dps.mo.gov.*

# INNOVATION

## PSYCHIATRIC INPATIENT REDESIGN TEAM

### *Department of Mental Health*

#### **Team Members**

Rebecca Carson  
Jan Heckemeyer  
Marty Martin-Forman  
Denise Norbury  
Robert Reitz

Rick Gowdy  
Julie Inman  
Brent McGinty  
Joseph Parks  
Felix Vincenz

Dick Gregory  
Laurent Javois  
Patrick Murphy  
Steve Reeves  
Rikki Wright

The Department of Mental Health (DMH) has taken over \$50 million in General Revenue cuts between Fiscal Year 2010-2012 with \$23.6 million achieved by redesigning DMH's state operated psychiatric inpatient hospitals. The Inpatient Redesign Team made dramatic improvements while saving the state over \$23 million annually by reducing costs while simultaneously improving the lives of affected DMH patients through four major initiatives:

**Closing State Operated Acute Inpatient Services:** While Federal Medicaid regulations prohibit reimbursement for state-operated psychiatric inpatient services for Medicaid-Eligible persons ages 22 - 64, community hospitals may be reimbursed for these services if more than 50% of their beds provide inpatient medical care. The Team closed four state-operated emergency rooms and 223 acute psychiatric beds and eliminated over 750 full time employees from the DMH budget. To offset the loss, the Team successfully encouraged and supported community hospitals in Kansas City, Columbia, and Southeast Missouri to open new psychiatric emergency rooms and acute inpatient units and provided funding to strengthen community outpatient services.

**Downsizing Fulton State Hospital (FSH):** FSH is the oldest state psychiatric hospital west of the Mississippi, serving Missouri's most difficult and dangerous mentally ill patients. Buildings are costly to operate and lack appropriate treatment space, resulting in high overtime costs and dangerous work environments. All other DMH facilities were rebuilt between 1985-1995 and have fewer staff injuries and lower overtime rates. The Team realized that the state could not afford to rebuild the FSH campus at its current census level of 471 patients, but rebuilding might be feasible if capacity was reduced to 300 beds. As emergency rooms and acute inpatient units were closed in DMH's newer psychiatric hospitals, 217 minimum security FSH patients were moved to these units, improving patient treatment settings, and lowering FSH census to 292 patients.

**Enhancing Community Services:** Prior to Inpatient Redesign, community services funding did not meet the intensive needs of many long term care patients in state psychiatric hospitals. The Team set aside part of the savings from downsizing to provide support services to enable patients to leave state hospitals and live successfully in the community. To date, 65 patients have transitioned to enhanced community services and only 3 have experienced problems significant enough to require their return to inpatient settings.

**Avoiding New Facility Construction:** Since state statutory enactment in 1999, an annual average of 20 former Corrections inmates is committed by courts to DMH's Sexual Offender Rehabilitation and Treatment Center (SORTS) at Farmington. These patients must be housed and treated separately from DMH's psychiatric patients. DMH received limited funding to create treatment space for SORTS patients with available beds projected to reach full capacity in Fiscal Year 2012. Expected growth of patients over the next 10 years would have required building a new facility at a cost of over \$70 million. The Team converted vacated maximum security space at FSH to create a SORTS satellite program, allowing the \$70 million to be redirect to future needs, such as rebuilding FSH. The first 25-bed SORTS satellite unit at FSH opened in November 2010 with capacity to ultimately house 100 patients.

*For more information on this team's accomplishment contact Keith Schafer at [Keith.Schafer@dmh.mo.gov](mailto:Keith.Schafer@dmh.mo.gov) or 573-751-4970.*

# TECHNOLOGY IN GOVERNMENT

## MISSOURI CRIMINAL JUSTICE MODERNIZATION PROJECT (MCJMP)

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### *Department of Public Safety – Missouri State Highway Patrol*

#### **Team Members**

Sgt. Edward Aylward  
Harold Burnette  
Sgt. Noel Davenport  
Clifford Gronauer  
Mark Huhn  
Jessica Moyer  
Dianne Ruettgers  
Steven White

Ronald Beck  
Howard Carter  
Connie Farris  
Sgt. Allan Heseman  
Micheale Kroeger  
Jeffrey Myers  
Timothy Schlueter

Corp. Christine Bogart  
E. Hope Copas  
Doris Fisher  
Mathew Hodgen  
Larry Lueckenhoff  
Rocky Ponder  
Lt. Corey Schoeneberg

After assessing existing capabilities, the Missouri State Highway Patrol wanted to significantly upgrade operational systems to enhance delivery of enforcement services and to streamline operational effectiveness. The Patrol decided on an across-the-board modernization centering on five areas: Computer-Aided Dispatch, Mobile Computing, Computerized Criminal History, Records Management, and replacement of the State Message Switch.

A wide spectrum of employees were assigned to the project which included transferring road officers from enforcement duties, full dedication of information technology staff in project management, architecture design and programming support, and utilizing vendors to the fullest extent possible. The Patrol's command staff and division directors provided executive oversight and management guidance. A summary of the project elements follows:

**Computer Aided Dispatch** – Previously two separate products provided dispatching and tracking, but with the new system these are combined into a single capability which also includes real-time GPS tracking of patrol cars. Better mapping software has greatly increased verified address capabilities and includes history of previous calls to that location.

**Mobile Computing** – This component changes the officer's workflow from a manual process to a paperless operation, including E-Ticketing. Officers can scan a motorist's license and generate citations using a printer in their vehicles. The elimination of duplicate data provides the capability to propagate repetitive information into multiple reports.

**Computerized Criminal History** – The new criminal history repository makes it easier to cross-reference data elements, expand identifying information, and offers an array of presentation capabilities. Part of this upgrade is a website allowing public access to criminal records. Users can register, pay a nominal fee, and print record checks for themselves or others.

**Records Management System** – This system provides features that include suspect pictures, criminal history, residence and work addresses, identifying information such as tattoos and scars, and vehicles owned and driven by suspects. In addition, cross-referential capabilities match aspects of the suspect profile across other data repositories.

**State Message Switch** – This is the primary routing manager for requests to the many systems holding criminal justice data. It directs request to the appropriate systems(s), receives the results, and routes them back to the requester, appearing as a single transaction.

The end result of this effort is a set of modern, fully integrated systems that run on industry standard hardware and software platforms. The outcome is a truly world-class application environment that will be the envy of every law enforcement agency around the globe.

For other information on this team's accomplishment contact Colonel Ronald Replogle at 573-526-6120 or [ron.replogle@mshp.dps.mo.gov](mailto:ron.replogle@mshp.dps.mo.gov).

# 2011 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY



## NOMINATION FINALIST

Advancement to the final selection stage.

# 2011 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

## ***Finalist***

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### TECHNOLOGY IN GOVERNMENT

#### **DISTRICT FOUR ADAPTIVE SIGNAL SYSTEM TEAM**

*Department of Transportation*

##### **Team Members**

John Bickel  
Warren Stalker

Thomas Evans  
Julie Stotlemeyer

David MacDonald

Missouri Route 291 (MO 291) experiences congestion and delay due to multiple factors that are detrimental to signal coordination such as signal spacing and varying traffic volumes. The existing signal system along MO 291 was a fully actuated system with camera detection at the stop bars. District office staff had observed and retimed frequently; however, continuous contemporary methods of corridor optimization resulted in little to no change. In an effort to improve mobility along the corridor, the team investigated and researched many different methods of operation. The team decided to install an Adaptive Split Signal System technology.

In March 2009, the Missouri Department of Transportation (MoDOT) installed a new adaptive traffic signal system along 2.5 miles (12 traffic signals) of the MO 291 corridor between Interstate 470 (I-470) and United States Route 50 (US 50) in Lee's Summit. The system adjusts the signals in real time with real time data provided by 64 cameras that can detect and monitor traffic flow and adjust accordingly. The system was researched, planned, and installed by MoDOT personnel and the project provided immediate and positive results.

The Adaptive Split Signal System was installed to reduce travel time and delay along the corridor. It was also expected to reduce fuel consumption and vehicle emissions and to decrease the average number of stops a through vehicle makes when traveling through the corridor. Because of the extensive nature of this project, and potential impact it could have nationally, the Department contracted with an independent third party (Midwest Research Institute) to complete both before and after studies of the system. This data would then be complied and shared on a national basis.

- The evaluation indicates that the adaptive traffic signal system has shown the following results:
- Average travel time reduction of up to 2.5 minutes (40 percent reduction)
- No statistically significant increase in any travel time during any time period
- Average speed increased 50 to 10 mph in many time periods
- The system provided improvements during the worst delay without harming other times
- Increased delay on minor streets entering the system was far outweighed by the mainline improvements
- Traffic counts indicated that improvements were not due to changes in traffic patterns
- The number of stops within the corridor decreased by up to 95 percent
- The fuel consumption decreased by up to 21.4 percent
- The vehicle emissions (estimated for HC, CO, and NO<sub>x</sub>) decreased by up to 50 percent

Installation of adaptive traffic signal systems are recommended for further consideration for corridors where traffic demand changes quickly or in an unpredictable manner, or where traditional timing plans are unable to accommodate coordination in two directions of travel.

*For additional information on this team's accomplishment contact Kevin Keith at 573-751-3602 or [kevin.keith@modot.mo.gov](mailto:kevin.keith@modot.mo.gov).*

# 2011 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY



## NOMINATED TEAMS

Teams nominated for the Governor's Award for Quality and Productivity listed by category.

# 2011 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

## ***Nominated Teams***

### **CUSTOMER SERVICE**

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#### **MoDOT STRIPING LEADERSHIP TEAM**

Department of Transportation

**Contact:** Justin Smith - 573-526-4313 / [Justin.Smith@modot.mo.gov](mailto:Justin.Smith@modot.mo.gov)

**Team Members:** Jennifer Atkinson; Becky Baltz; Susan Barry; Patricia Bates; John Bechtold; Scott Brelsford; James Brocksmith; Paul Bryan; Craig Compas; James "Don" Counts, Tony Gates; Kevin Hullet; Theodie Morris; Dennis Pence; Eileen Rackers; John Russell; Beth Schaller; Jason Sommerer; Eric Turner; Kirk Youngblood

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#### **MISSOURI ARTS COUNCIL**

Department of Economic Development

**Contact:** Laura Hoskins - 573-522-6371 / [Laura.Hoskins@ded.mo.gov](mailto:Laura.Hoskins@ded.mo.gov)

**Team Members:** Gloria Benford; Michael Donovan; Julie Hale; Keiko Ishida; Alexis Nugent; Donald Rice; Jim Riordan; Virginia Sanders; Wanda Simms; Beverly Strohmeyer; Joan White; Jill Williams

# 2011 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

## ***Nominated Teams***

### **EFFICIENCY / PROCESS IMPROVEMENT**

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#### **MISSOURI SCHOOLS FOR THE SEVERELY DISABLED PBS MODEL SCHOOLS**

Department of Elementary and Secondary Education

**Contact:** Bryan Howard - 573-526-1588/ [Bryan.Howard@dese.mo.gov](mailto:Bryan.Howard@dese.mo.gov)

**Team Members:** Renee Barnett; Melba Board; Kim Brown; Rebecca Brozovich; Janelle Burch; Susan Cato; Carlene Cieslewicz; Carlean Dial; Ellen Hager; Virginia Hardman; Marsha Riney; Linda Schneider; Aaron Smithson; Celinda Waters-Gonzalez; Mary Jo Watkins; Karen Wells; Sheila Woolard

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#### **PLATTE COUNTY COLLABORATION TEAM**

Department of Social Services

**Contact:** Anna Wainscott – 573-751-9096 / [Anna.Wainscott@dss.mo.gov](mailto:Anna.Wainscott@dss.mo.gov)

**Team Members:** Bob Black; Jennifer Duncan; Rachel Fish; Tammy Glick; Bradley Grill; Jessica Groce; Rhonda Haight; Jill Hazel; Kimberly Kern; Mark Lindsay; Sarah Mawby; Gwen O'Brien; Matthew O'Connor; Christopher Patterson; Sarah Recker; Elizabeth Sharr; Karen Sims; Janet Warner; Devin Utz

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#### **NEXT GENERATION CAREER CENTER LEADERSHIP**

Department of Economic Development [DED] / Department of Labor and Industrial Relations [DOLIR]

**Contact:** Laura Hoskins – 573-522-6371 / [Laura.Hoskins@ded.mo.gov](mailto:Laura.Hoskins@ded.mo.gov)

**Team Members:** Mark Bauer [DED]; Roger Baugher [DED]; Jennifer Buechler [DED]; Julie Carter [DED]; Maida Coleman [DOLIR]; Randy Cottrell [DED]; Lisa Elrod [DED]; Christine Gardner [DED]; Mike Gavura [DED]; Julie Gibson [DED]; Gilbert Hake [DED]; Lisa Johnson [DED]; Lisa McDaniel [DOLIR]; Judy McQuitty [DED]; Susan Petersen [DED]; Nia Ray [DED]; Steve Reznicek [DED]; Robert Ruble [DED]; Sue Sieg [DED]; Danielle Smith [DED]; Amy Sublett [DED]; Jessica Walker [DOLIR]; Michael Waltman [DED]; Melissa Woltkamp [DED]

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#### **MISSOURI RIVER VALLEY MRP TEAM**

Department of Economic Development [DED] / Missouri Probation & Parole [P&P]

**Contact:** Laura Hoskins – 573-522-6371 / [Laura.Hoskins@ded.mo.gov](mailto:Laura.Hoskins@ded.mo.gov)

**Team Members:** Shirley Adlich [DED]; Bobbie Bohner [DED]; Lee Bucksath [P&P]; Jeanne Lake [DED]; Debbie Morrison [DED]

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#### **PARK HILLS CAREER CENTER STAFF**

Department of Economic Development [DED] / Mers-Goodwill [MG]

**Contact:** Laura Hoskins – 573-522-6371 / [Laura.Hoskins@ded.mo.gov](mailto:Laura.Hoskins@ded.mo.gov)

**Team Members:** Jeanna Adams [DED]; Lori Barker [MG]; Karen Brewer [MG]; Mike Campbell [MG]; Pam Carrow [DED]; Gladys Frazier [DED]; Lois Haworth [MG]; Devra Long [MG]; Rebecca Murphy [MG]; Karen Pinkston [DED]; Suzi Tripp [DED]; Debbie Wilson [DED]

## NEXT GENERATION CAREER CENTERS FACILITIES TRANSFORMATION

Department of Economic Development [DED] / Office of Administration [OA] / Department of Labor and Industrial Relations [DOLIR]

**Contact:** Laura Hoskins – 573-522-6371 / [Laura.Hoskins@ded.mo.gov](mailto:Laura.Hoskins@ded.mo.gov)

**Team Members:** Steve Brenner [DED]; Barry Dennison [OA]; Terry Doerhoff [DED]; Mike Gavura [DED]; Annette Kenner [DED]; Melissa Mathis [OA]; Marsha Nagel [DED]; Richard Parks [OA]; Matt Peters [OA]; Don Propst [OA]; Christian Rockelman [OA]; Chuck Sanders [DOLIR]; Katie Shofler [DED]; Amy Spray [OA]; Dustin Struemph [OA]; Linda Struemph [OA]

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## PENSION ADMINISTRATION SYSTEM TEAM

Department of Transportation [MoDOT] / Missouri State Highway Patrol [MSHP] / Missouri Department of Transportation and Missouri State Highway Patrol Employees' Retirement System [MPERS]

**Contact:** Justin Smith – 573-526-4313 / [Justin.Smith@modot.mo.gov](mailto:Justin.Smith@modot.mo.gov)

**Team Members:** Angel Backes [MPERS]; Madalynn Bell [MoDOT]; Julie Berhorst [MPERS]; Susie Dahl [MPERS]; Jennifer Even [MPERS]; Randy Folliard [MoDOT]; Clifford Gronauer [MSHP]; Mariel Hale [MPERS]; Pam Henry [MPERS]; Mary Jordan [MPERS]; Tammy Kroll [MPERS]; Beverly Wilson [MPERS]

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## SBS (STATE BASED SYSTEM) CONVERSION FOR CONSUMER AFFAIRS

Department of Insurance, Financial Institutions and Professional Registration [DIFP] / Office of Administration [OA]

**Contact:** Keith Dudenhoeffer – 573-751-3024 / [Keith.Dudenhoeffer@insurance.mo.gov](mailto:Keith.Dudenhoeffer@insurance.mo.gov)

**Team Members:** Matt Barton [DIFP]; Karen Crutchfield [DIFP]; Carol Harden [DIFP]; Debby Hutton [OA]; Mary Kempker [DIFP]; Angela Nelson [DIFP]; Mark Reigel [OA]; Patty Reigel [OA]; Jeana Thomas [DIFP]

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## CAMPUS TRANSITION TEAM

Department of Mental Health [DMH] / Office of Administration [OA]

**Contact:** Janet Gordon – 573-751-8067 / [Janet.Gordon@dmh.mo.gov](mailto:Janet.Gordon@dmh.mo.gov)

**Team Members:** Christopher Allen [DMH]; Kathy Bedford [DMH]; Blaine Boynton [DMH]; Jodie Burditt [DMH]; Brenda Dady [DMH]; Carmin Duncan [DMH]; Lorena Eastin [DMH]; Pamela Erby [DMH]; Alan Fall [DMH]; Tiffany Hawthorne [DMH]; James Henry [OA]; Joseph Martin [DMH]; Karla McCulloch [DMH]; Kelly Messinger [DMH]; Edward Meyer [DMH]; Wade Miller [DMH]; Andrea Morris [DMH]; Linda Morris [DMH]; Raymond Nichols [OA]; Donald Pitts [DMH]; Carol Plattner [DMH]; Sandra Rush [DMH]; Michael Silkwood [DMH]; Lisa Stone [DMH]; Bruce Templeton [DMH]; Randall Webster [DMH]; Sara Wolf [DMH]

# 2011 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

## ***Nominated Teams***

### **INNOVATION**

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#### **SAFE CRIBS FOR MISSOURI**

Department of Health and Senior Services [DHSS] / Office of Administration [OA]

**Contact:** Beverly Smith – 573-751-6059 / Beverly.Smith@health.mo.gov

**Team Members:** Steve Cramer [DHSS]; Shalonda Graham [DHSS]; Michael Matfield [DHSS]; Greg Natsch [DHSS]; Sharmini Rogers [DHSS]; Melinda Sanders [DHSS]; Karen Schenk [DHSS]; Kirk Schreiber [OA]; Leslie Seifert [DHSS]; Cindy Wilkinson [DHSS]

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#### **RURAL CRIMES INVESTIGATIVE UNIT, MISSOURI STATE HIGHWAY PATROL**

Department of Public Safety – Missouri State Highway Patrol

**Contact:** Mary Beckwith – 573-751-5424 / Mary.Beachwith@dps.mo.gov

**Team Members:** Corp. J. Scott Ashby; Corp. Michael Bracker; Sgt. Jason Clark; Sgt. Brenda Cone; Maria Furey; Sgt. Dwayne Gale; Corp. Darrin Lilleman; Sgt. Troy Linneman; Trooper Nicholas Mathews; Corp. David Mease; Sgt. Michael Noellsch

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#### **SEARCH ENGINE MARKETING TEAM**

Department of Economic Development [DED] / Madden Media [MM]

**Contact:** Laura Hoskins – 573-522-6371 / Laura.Hoskins@ded.mo.gov

**Team Members:** Stephen Foutes [DED]; Lori Simms [DED]; Katie Steele Danner [DED]; Ronda Theim [MM]

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#### **MoDOT INNOVATIONS CHALLENGE QUICK-ACTION TEAM**

Department of Transportation

**Contact:** Justin Smith – 573-526-4313 / Justin.Smith@modot.mo.gov

**Team Members:** Jim Brocksmith; Tim Chojnacki; Jim Dickson; Tom Honich; Jeff Lockwood; Aaron Utrecht

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#### **PARTNERSHIP FOR HOPE**

Department of Mental Health / Department of Social Services / Pike County Agency for Developmental /Missouri Association of County Developmental Disability Services / St. Charles Developmental Disabilities Resource Board / Green County Board for the Developmentally Disabled / MO Health Net / Jasper County SB 40 Board / Boone County Family Resources

**Contact:** Janet Gordon – 573-751-8067 / Janet.Gordon@dmh.mo.gov

**Team Members:** **Department of Mental Health:** Ron Berg; Roger Garlich; Jeff Grosvenor; Melissa Knipp; Bernie Simons; / **Department of Social Services:** Dr. Ian McCaslin; Theresa Valdes / **MO Association of County Developmental Disabilities:** Doris Boeckman; Jane Kruse / **Boone County Family Resources:** Les Wagner / **Green County Board for the Developmentally Disabled:** Jan Jones / **Jasper County SB 40 Board:** Alicia Nissen / **Pike County Agency for Developmental Disabilities:** Betsy Barnes / **St. Charles Developmental Disabilities Resource Board:** Peg Capo



**For more information about the Governor's Award for Quality and Productivity, contact the program coordinator:**

Denise Osborne  
(573) 526-4554 / *Denise.Osborne@oa.mo.gov*

State of Missouri  
Center for Management and Professional Development  
Office of Administration, Division of Personnel

“We inspire current and potential leaders on their journey to excellence.”